*2318 Cumberland Gap Dr Apt 101 Fayetteville, NC 28306 (910)-429-4379 ebuchana@broncos.uncfsu.edu*

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| Erica Flores |

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| Objective | | | | | |
| To join a progressive organization and become a contributing member, utilizing my education and skills to achieve, and surpass, personal and corporate goals. To make an impact and significant difference in my community and throughout the company. | | | | |
| Technical Skills/Proficiencies | | | | | |
| * Worked with Microsoft Excel, Power Point, and Word | | | |
| * Worked with children ranging in age from newborn to 5 years old. | | | |
| * Worked one on one with customers to ensure their needs were met | | | |
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| Experience | | | | | |
| **03-06 to 12-09** | **Robert Bosch LLC/Purolator Products NA, LLC** | | **Fayetteville, NC** |
| * *Customer Service Representative/Accounts Receivable Representative* | | | |
| * Handle certain accounts on a one on one bases, giving the customers a type of security blanket to let them know that they are important * Take and handle calls from customers regarding orders, errors, damages and quality concerns. * Applied payments to the customer’s accounts * To always make sure that the customer is happy and content at all times. | | | |
| **08-99 to 03-06** | **Harris Teeter** | | **Fayetteville, NC** |
| * Assistant Customer Manager, Office Assistant, Cashier, and Bagger | | | |
| * Make schedules, helping at the customer service desk, helped run a smooth front end. * Counted tills, balanced the accounting office, preformed till exchange, made cash deposits, ordered change. * Helped with operate a register and making sure customers left happy. | | | |
| **03-05 to 05-07** | **Snyder Memorial Baptist Church** | | **Fayetteville, NC** |
| * Nursery worker | | | |
| * To take care of children while their parents went to church. * To ensure that all the children were engaged in learning about the bible. | | | |
| Education | | | | | |
| *Seventy First High School* | *Fayetteville, NC* | | *High School Diploma* |
| * *General Education* | | | |
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| *Fayetteville Technical Community College* | *Fayetteville, NC* | | *Associate in Arts* |
| * *Elementary Education* | | | |
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| Awards/Accomplishments | | | | | |
| *Dean’s List* | | *2004* | |
| *Maintain a 3.0 GPA or higher for the last 5 semesters* | | | |
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